



# Job Description

**POSITION TITLE:** Refugee Youth Mentor

**PROGRAM ASSIGNMENT:** Refugee Services

The Refugee Youth Mentor (RYM) (NDA member) is part of the Refugee Services team, serving refugees and other eligible populations in metro Atlanta. Refugee families have fled persecution in their homelands and are adjusting to a new home, school, and community in the United States.

The member will support two programs serving refugee youth – the mentoring program and the afterschool program. The member will work primarily on afternoons, evenings, and/or weekends and primarily on-site in the refugee community in Clarkston, GA.

The mentoring program matches refugee youth (ages 9-17) with volunteer mentors (ages 21+) in one-on-one one-year mentoring relationships. The program is designed to provide strengths-based and trauma-informed academic, social, and emotional support to the youth as well as case management for the youth and their family.

The afterschool program is designed to provide academic support as well as social and emotional support to thirty refugee students identified by the school as requiring additional support to succeed in the academic environment. In addition to Refugee Services team members, community volunteers also support the program.

In response to the pandemic, both programs have transitioned from an in-person model to a hybrid model, meeting virtually when it is not safe to meet in-person. During this time, our AmeriCorps members' support has been invaluable in helping our youth and families meet challenges related to the public health and financial crises.

## **QUALIFICATIONS:**

Flexibility and willingness to provide regular evening and weekend work is required. Proficiency in English with good interpersonal, verbal, and written skills is required.

Bilingual in relevant language; experience with multicultural populations; understanding of accreditation standards; and/or familiarity with Microsoft Office and Outlook preferred.

Willingness to meet with each mentee for two hours per week for one year is required.

## **SPECIFIC RESPONSIBILITIES:**

**Meet weekly with each mentee**

RYMs are matched with four to six mentees. RYMs maintain regular weekly meetings one-on-one with each mentee to check in and work together on agreed-on educational goals and social-emotional goals. For example, RYMs and mentees might work on homework, sports, or art.

**Attend quarterly mentor-mentee meet-ups**

RYMs and mentees attend group meet-ups at least once per quarter.

**Attend quarterly mentor meet-ups**

RYMs attend mentor meet-ups for training and peer support at least once per quarter.

**Complete monthly check-ins and monthly volunteer service records**

RYMs check in with program staff at least every other week for the first month and then monthly for the remainder of the year (more frequently if time allows). RYMs submit volunteer service records monthly. RYMs report to the Refugee Youth Mentoring Program Specialist.

**Attend the Afterschool Program two to four days per week.****Support mentoring program staff and afterschool program staff.**

- Responsible for managing case files according to grant and agency requirements.
- Responsible for ensuring that all information reported is accurate, documented, and reliable.
- Responsible for ensuring the confidentiality and privacy of all client information.
- Responsible for maintaining appropriate and professional boundaries and relationships with clients at all times.
- Responsible for maintaining accurate voicemail and email automated responses when out of the office and for keeping supervisor informed of daily schedule.
- Responsible for working with other team members to provide services to clients which may include delivering donations, transporting clients to appointments, meeting clients at home, and/or arranging for services through another service provider.
- Responsible for providing accurate, thorough and up-to-date case note documentation on all client services performed in accordance with agency and program policies & procedures and funding source regulations.
- Responsible for supporting all agency and/or team decisions and all team members whenever possible and appropriate and for establishing and maintaining positive working relationships with other team members and Catholic Charities-Atlanta staff.
- Responsible for establishing and maintaining strong working relationships with local schools, partners, and other community-based organizations and for representing Catholic Charities to services providers, parishes, and the community.
- Responsible for representing Catholic Charities Atlanta and Refugee Services to the Archdiocese, the community, funders, and other service providers in a professional,

- accurate and positive manner. Does not engage in sharing program and client information with persons outside of Immigration Legal Services and Refugee Services.
- Responsible for meeting regularly with immediate supervisor; using supervision to grow professionally; meeting individual benchmarks and other performance measures; remaining open to feedback from team members and supervisors; and addressing areas of concern in a timely and productive manner.
  - Responsible for knowing, supporting and adhering to the policies and procedures of Catholic Charities Atlanta and the Refugee Program.

#### **GENERAL RESPONSIBILITIES:**

The general responsibilities of this position include the responsibilities shared by all employees of Catholic Charities Atlanta:

**Agency Values:** Employee shall perform their duties and conduct themselves according to the: 1) ethical and professional standards of Catholic Charities Atlanta, Catholic Charities USA, and the Council on Accreditation; and 2) values and tenets of Catholic Social Teaching.

**Service Quality:** Employee shall strive to consistently provide the highest level of service to clients, customers and stakeholders of the Agency. All services adhered to the Agency's "practice standards" and the generally acceptable "best practice" standards of the different professions represented within the Agency.

**Dependability:** Employee shall perform his/her job responsibilities in a timely, accurate, consistent and thorough manner. Timelines shall be consistently met and workloads effectively managed.

**Cooperation:** Employee shall function as a positive and supportive member of the team's he/she works in and of the Agency/Archdiocese. All policies and procedures; as well as decisions made by Agency leadership are supported and effectively carried out.

**Safety:** Employee shall make every effort to ensure the safety of themselves, clients, co-workers and other persons through their work practices (adherence to protocols), sound decision making and review of potential physical hazards in work places.

**Respect:** Employee shall respect the diversity of other people (e.g., clients, co-workers, stakeholders) and refrain from any form of discrimination and/or harassment based on religious, marital, ethnic, racial, gender or other differences. Employees share the responsibility of creating and maintaining a welcoming and supportive work environment.

#### **COMMENTS:**

The work week is generally 37.5 hours per week on a year round basis, however the position requires a willingness and flexibility in work hours when necessary to fulfill job responsibilities.

Employee is subject to Personnel Policies and procedures prescribed for all personnel. Preferred candidates have valid driver's license, reliable personal transportation and current auto coverage.

**DISCLAIMER:** This is not necessarily an exhaustive list of the responsibilities, tasks, skills, efforts or working conditions associated with the position. While this is intended to be an accurate description of the current job, management reserves the right to revise the job or require other tasks be performed when circumstances arise (i.e., emergencies, changes in personnel, rush job, technological developments, etc.)